

# ENABOT AFTER-SALES SERVICE

## POLICIES

(Version 1.0, 2022)

**This after-sales service policy contains 5 parts as following**

Part 1 General Terms and Conditions

Part II Warranty Period of Main Parts

Part III Non-Warranty Repair Expenses

Part IV After Sales Service Types

Part VI Global After-Sales Service & Repair Center

### **Part 1 General Terms**

#### **What is Covered**

This Enabot after-sales service policy only applies to Enabot terminal products that you purchase for your own use and not for resale.

Enabot warrants that each Enabot product you purchase will be free from material and workmanship defects under normal use during the warranty period. **The warranty period of this product starts from the day you receive the goods. If you cannot**

**provide valid evidence such as purchase invoices, the warranty period will start from 90 days after the shipping date shown on the product or otherwise stipulated by Enabot .** Please check "Part IV - After-Sales Service Type" to verify the warranty duration of your particular product or parts.

## **How to Apply After-Sales Service**

During the warranty period, if the product cannot achieve the guaranteed functions, please contact Enabot for the corresponding service.

Enabot may not provide after-sales service in some regions, and the content of the after-sales service policy may vary from country to country. Expenses may apply for services outside the normal scope of services. For more local information, please contact Enabot.

## **Before Application**

Before applying after-sales service for your product, be sure to follow these steps:

- √ Follow Enabot's service process;
- √ Back up all data contained in the product or keep them safe;
- √ Except for manipulation records, please remove all data from the device, including confidential information, proprietary information, and personal information. If any such information cannot be deleted, please amend it to prevent others from accessing it or so that it does not constitute personal data within the meaning of applicable law. Enabot is not responsible for any data lost or disclosed, including confidential information, proprietary information, or personal information, with respect to returned products or products subject to warranty treatment;

- √ Provide Enabot with all system passwords if required;
- √ Ensure that Enabot can fully, freely and safely access your device to provide after-sales service;
- √ Remove all functional parts, components, optional parts, modified parts and accessories that are not covered by after-sales service;
- √ Ensure that the product or component does not have any legal restrictions preventing its replacement;
- √ If you do not own the product or part, please obtain permission from the owner of the product or part so that Enabot can provide you with after-sales service.

## **Enabot's Solution**

Please explain the product problem in detail after contacting Enabot.

Enabot technical support staff will attempt to diagnose and resolve your issue via phone, email, or remote assistance. Enabot will guide you to download and install specified software updates.

If your problem cannot be solved by phone or application software update, you need to send the product back to Enabot for further inspection. Enabot will arrange service according to the type of warranty service obtained by the product, according to "Part IV - After-sales Service Type" in below.

## **Product and Part Replacement**

If the warranty service involves a replacement product or part, the product or part that is replaced will become the property of Enabot and the product or part after being replaced will become your property. **Only unmodified Enabot products and parts should be replaced.**

The replacement products or parts provided by Enabot may not be brand new, but they are certainly in good working order and at least equivalent in performance to the replaced item. Replaced products or accessories are covered by the same warranty for the remaining warranty period of the original product. A replacement product or part will bind a new S/N.

## **Use of Personal Contact Information**

If you apply service under this warranty, you authorize Enabot to store, use, and process information from the Operational Log and your contact information, including name, phone number, address, and email address. Enabot may use this information to carry out services under this policy. We may contact you to ask if you are satisfied with our warranty service or to notify you of any product recalls or safety issues. To achieve the above objectives, you authorize Enabot to transfer your information to any country or territory in which we do business and may make it available to agencies acting on our behalf. We may also disclose this information if required by law. For Enabot's Privacy Policy, please visit [www.enabot.com](http://www.enabot.com).

## **Non-after-sales Policy Coverage**

This policy does not cover the following situations:

- × Crashes or fire damage caused by non-manufacturing factors;
- × Damage caused by disassembly, or robot housing opening without following the product instruction;
- × Damage caused by improper installation, or operation without following the product instruction;

- × Damage caused by circuits and mismatch without following the product instruction or misuse of the battery and charger;
- × Any damage caused by remote control and photography that is operated without following the product instruction;
- × Damage caused by manipulation in harsh environments ( floor with water or full of bumps and holes,etc.);
- × Damage caused by operating the product in an environment with electromagnetic interference (i.e. in mining areas or close to radio transmission towers, high-voltage wires, substations, etc.)
- × Damage caused by operating the product in an environment with interference from other wireless devices (i.e. transmitter, video-downlink, Wi-Fi signals, etc.);
- × Damage caused by forced operation in the case of aging or damaged parts;
- × Damage caused by reliability and compatibility issues from non-Enabot authorized third-party components;
- × Damage caused by insufficient power or insufficient discharge due to the use of batteries with quality problems;
- × Data loss or damage caused by the product;
- × Damage caused by installation of any software program;
- × Failure or damage caused by any third-party products (including those provided by Enabot or integrated into Enabot products at your request);
- × Products or parts with modified or removed identification labels.

## **Limitation of Liability**

Enabot is only responsible for lost or damaged products in the following cases:

The product is already owned by Enabot, or the product is in transit under the responsibility of Enabot;

Enabot is not responsible for the loss or disclosure of any data contained in the product, including confidential, proprietary or personal information.

Enabot and its affiliates, suppliers, resellers or service providers shall not be liable for the following, regardless of whether any remedy provided herein will serve its essential purpose, and regardless of whether the claim is based on contract, warranty, negligence, strict liability or other theory of liability Not responsible, even if informed of the possibility of these situations occurring:

1. A third party makes a claim for damages against you;
2. Loss, corruption or disclosure of your data;
3. **SPECIAL, INCIDENTAL, INDIRECT OR CONSEQUENTIAL DAMAGES INCLUDING, BUT NOT LIMITED TO, LOST PROFITS, BUSINESS REVENUE, GOODWILL OR EXPECTED SAVINGS.** The entire liability of Enabot and its affiliates, suppliers, resellers or service providers, regardless of the cause of damages, is limited to the actual direct damages suffered by you, and shall not exceed the amount you paid for the product.

The foregoing limitations do not apply to personal injury(including death), and damages of real property and tangible personal property for which enabot is legally liable. Some states of jurisdictions do not allow any exclusion or limitation of incidental or consequential damages, the above mentioned exclusion or limitation may not apply to you.

## **Other Rights**

This warranty gives you additional rights: you may also reserve other statutory rights depending on the applicable laws in your country or jurisdiction. You can also reserve other rights based on your written agreement with Enabot. Nothing in this warranty statement affects statutory rights that cannot be excluded or limited by contract, including those granted to consumers by laws or regulations governing the sale of consumer products.

## Part II Warranty Period Table for Main Parts

The warranty period of EBO products is **1 year** as standard, and the warranty period of main parts is as follows:

Product Number	Parts	The Main Components	Warranty Period
EBO SE/Air	Robot Body Part	Master Control	12 months
		Camera	12 months
		Ranging Module	12 months
		Power System	12 months
		Indicator Light	12 months
		Battery	12 months
		Microphone	12 months

	Speakers	12 months
Wheels Part	charging Adapter Board	12 months
	Wheel Motor	12 months
	Wheels	Consumables, no warranty
	Rubber Wheels	Consumables, no warranty
Charging Dock Part	Charging Dock Motherboard	12 months
	Infrared Signal Module	12 months
	Charging Dock Power Cord	Consumables, no warranty
	Power Adapter	12 months

### **Part III Non-Warranty Maintenance Charges**

Damage caused by non-product quality problems, has been out of warranty and normal maintenance quotations are as follows:

EBO SE	Charge Items	Amount (USD)	EBO AIR	Charge Items	Amount (USD)
	Battery	3.5		Battery	3.5
	Motherboard	28		Motherboard	48
	Camera	6		Anti-drop Board	6.5
	Motor	3		Control Panel	6.5
	Charging Base Motherboard	2		Camera	6
	Lower Robot Body Housing	2.5		Motor	30
	Upper Robot Body Housing	2.5		Charging Dock Motherboard	2.5
	Semi-Transparent Housing	2.5		Lower Robot Body Housing	2.5
	Power Adapter	2		Upper Robot Body Housing	2.5

Charging Dock Power Cord	2
Rubber Wheel	2
Speaker	2
Charging FPC	2
Breathing light	6.5
Microphone	2
Charging Dock	22
Wheel Motor	18
Robot Body	60
Labour Cost	15/H

Host Laser Module	2.5
Power Adapter	2
Charging Dock Power Cord	2
Rubber Wheel	2
Speaker	2
Charging FPC	2
Indicator Light	6.5
Microphone	2
Robot Body	105
Labour Cost	15/H

Shipping Cost	To be confirmed per real fare	Shipping Cost	To be confirmed per real fare
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If you have any questions about non-warranty charges, please consult the after-sales hotline: 400 788 6068, or email to support@enabot.com for further information, thank you for your support!

## Part IV Types of After-sales Service

Enabot provides the following services: Return, Exchange and Warranty.

For more information, please contact Enabot after-sales service center or Enabot authorized agent.

### **You can request Return & Refund Service**

- √ Within seven (7) calendar days of receiving a product if the product with non-artificial damage and is still in new or like-new condition (The packing, accessories, gifts, user manual are complete);
- √ Within seven (7) calendar days of receiving a product with non-artificial performance failure.

### **Return & Refund Service will not be provided where**

- × It is requested beyond seven (7) calendar days of receiving a product;
- × The returned product is incomplete, which does not include all original accessories, attachments or packaging, or any item is not in new or like-new condition, i.e. with cracks, dents or scratches;

- × A legal proof of purchase, receipt or invoice is not provided or is reasonably believed to have been forged or tampered with;
- × Collision and burning caused by non product quality problems, any fault or damage of the product is caused by operation or modification of without following the product, including exposure to moisture, entry of foreign bodies (water, oil, sand, etc.) or improper installation or operation;
- × Product labels, serial numbers, anti-counterfeit label, etc. show signs of tampering or alteration;
- × Damage is caused to the product by uncontrollable external factors, including fire, floods, high winds or lightning strikes;
- × A product is not delivered to Enabot within seven (7) calendar days after Return & Refund Service confirmation is sent from Enabot;
- × Other circumstances stated in this policy.

#### **You can request Replacement Service**

- √ The product has sustained a substantial damage in transit and can provide the damage proof issued by the carrier to Enabot, within fifteen (15) calendar days of receiving the product ;
- √ The customer finds that the product is seriously inconsistent with the original product description in one or more significant aspects within fifteen (15) calendar days of receiving the product;
- √ The customer finds that the product has performance failure without any artificially damage within fifteen (15) calendar days of receiving the product.

#### **Replacement Service will not be provided where**

- × Service is requested in more than fifteen (15) calendar days after receiving a product;

- × Legal proof-of-purchase, receipts, or invoices are not provided, or are reasonably believed to have been forged or tampered with;
- × The replacement product is incomplete, or the appearance is damaged due to artificial reasons;
- × The product is found to have no quality issues after all appropriate tests are conducted by Enabot;
- × Any fault or damage of the product is caused by operating or modifying the product without following the product instruction, including exposure to moisture, entry of foreign bodies (water, oil, sand, etc.) or improper installation or operation.
- × Product labels, serial numbers, anti-counterfeit label, etc. show signs of tampering or alteration.;
- × Damage is caused by force majeure, including fires, floods, high winds, or lightning strikes.;
- × Failed to sent back to Enabot seven (7) calendar days after replacement confirmation from Enabot.
- × Failed to provide proof of damage during transit caused and issued by the carrier;
- × Other circumstances described in the policy.

### **How to apply for warranty service**

If the product has performance failure during the effective warranty period, you can apply for product warranty service.

The implementation of free warranty service must meet the following conditions:

- √ The product is used normally within the specified product warranty period since the purchased product, and it is non-artificial performance failure;

√ Disassembly, modification or installation guided by non-official manuals, or other non-artificial failures;

√ Provide valid proof of purchase, receipt and order number.

**Free Replacement Service will not be provided where**

× Collision and burning accidents caused by artificial damage instead of product quality issues;

× Damage caused by modifying without following the product instruction, disassembly, etc. directed by the non-official manual;

× Damage or water ingress caused by improper installation, use and operation without following the product instruction;

× Damage caused by self repair without following the product instruction;

× Damage caused by circuit modification guided by non-official manuals, or improper matching and use of battery packs and chargers;

× Damage caused by the user repairing the assembly without following the product instruction;

× Damage caused by manipulation in harsh environments, such as strong wind, rain, sand, etc.;

× Damage caused by operating the machine in a wading environment;

× Damage caused by forced manipulation in the case of aging or damaged parts;

× Damage caused by using non-Enabot certified third-party components;

× Damage caused by insufficient discharge when the power is insufficient, or the use of batteries with quality problems;

× Serial number, factory label and other signs are torn or altered;

× Failed to send out the product within seven(7) calendar days after confirming with Enabot.

### **Essential Information**

√ The user needs to send the defective product back. After receiving the defective device, the authorized agent of Enabot or the Enabot after-sales service center will conduct fault detection on the product to determine the responsibility for the problem. If it is a quality defect of the product itself, Enabot is responsible for the inspection fee, material fee, labor fee and courier fee;

√ If the tested product does not meet the free maintenance conditions, the customer is free to choose to pay for maintenance or return the original machine;

√ If the problem of the machine is not covered by the warranty (for example, the machine is damaged by human beings), we will charge the corresponding inspection fee, replacement part fee, labor fee and express fee according to the specific problem;

√ Please note that product maintenance may result in data loss, please back up the data of the memory card first;

√ If the delivery address provided by the customer is wrong, or the recipient refuses to receive it, the customer shall bear the resulting loss;

√ If you are unable to contact you through your registered contact information for a long time, and the courier cannot be delivered or is rejected and returned to Enabot, Enabot will keep it for 60 days from the date of the last contact with you/the date the courier product is returned to Enabot , and the storage fee will be calculated from the date of expiration of the storage period. Due to the corresponding requirements of the storage environment, the storage fee billing standard is: US\$25/day. When the storage fee is equivalent to the residual value of the product, Enabot will have the right to

dispose of the product (the calculation method of the residual value of the product:  
residual value = Original price - this repair cost);

√ If the customer want to send back products across countries/regions, one need to obtain the consent of Enabot, and the resulting customs duties and customs clearance fees must be borne by the customer;

√ Please be aware that in case there is water ingress, which is worthless to repair, Enabot has the right to refuse to provide maintenance services, and Enabot would recommend replacement;

√ Before sending the product for repair, please properly dispose of the personalized items and decorations attached to the original products (including but not limited to product decorative stickers, UAS stickers, paint spraying, etc.), Enabot is responsible for the damage and loss of personalized items and decorations is not responsible;

√ In order to ensure your normal rights and interests, when you sign for the goods, please check whether the products are in good condition (whether there is any damage caused by logistics and other reasons). If there is malfunction, please report it to us within 7 days from the date of receipt; otherwise, it will be deemed that the product is not damaged and function well. According to the claims management process of the logistics party, if the item is damaged due to logistics transportation, please contact Enabot technical support within 24 hours to report, more than 24 hours will not be accepted.

## **Part V ENABOT Global After-sales & Repair Service Center**

### **ENABOT After-sales & Repair Center in China**

Address: Room 307, Building 1, Tongfang Creative Park, Houting, Shajing Street, Baoan District, Shenzhen

Contact: Enabot After Sales Department

Tel: 0755-23208984 400 788 6068

Email: support@enabot.com

### **ENABOT After-sales & Repair Center in North America**

Address: 2734 W. Kingsley Rd, Ste J1, Garland, TX 75041

Contact: Jimmie

Tel: 001 865 766 9919

Email: support@enabot.com

### **ENABOT After-sales & Repair Center in Europe**

Address: Dr.-Ruben-Rausing Strasse 2, Lagerhalle Nr 8A, 65239 Hochheim, Germany

Contact: EBO Service Center

Tel: 0049 1735817666

Email: support@enabot.com

### **Attention:**

For Regions Where Donot Have a After-sales &Repair Center, Please Contact Local Reseller Where You Have Purchased The Product From for Service Inquiry.

**ENABOT Global Service Center**

**2022 edition**